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Patient-Centered Medical Home and Secure Messaging

Learning Objectives

- Describe and discuss the patient-centered medical home (PCMH)
- Describe the concept and execution of secure messaging (SM)
- Describe how SM affects care and supports the clinical and regulatory aspects of the PCMH

PCMH – What is it?

- The Patient-Centered Medical Home (PCMH) - an approach to providing comprehensive primary care for children, youth and adults

- The PCMH is a health care setting that facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient's family

- The PCMH applies across it continuum of care. For DOD personnel, that includes the DOD and VA medical systems…as well as purchased care (Network providers)

- The PCMH concept and execution is a component of "Digital Health Reform" – Improving Health by leveraging technology to the patient

PCMH Concepts

Personal physician **-** each patient has an ongoing relationship with a personal physician

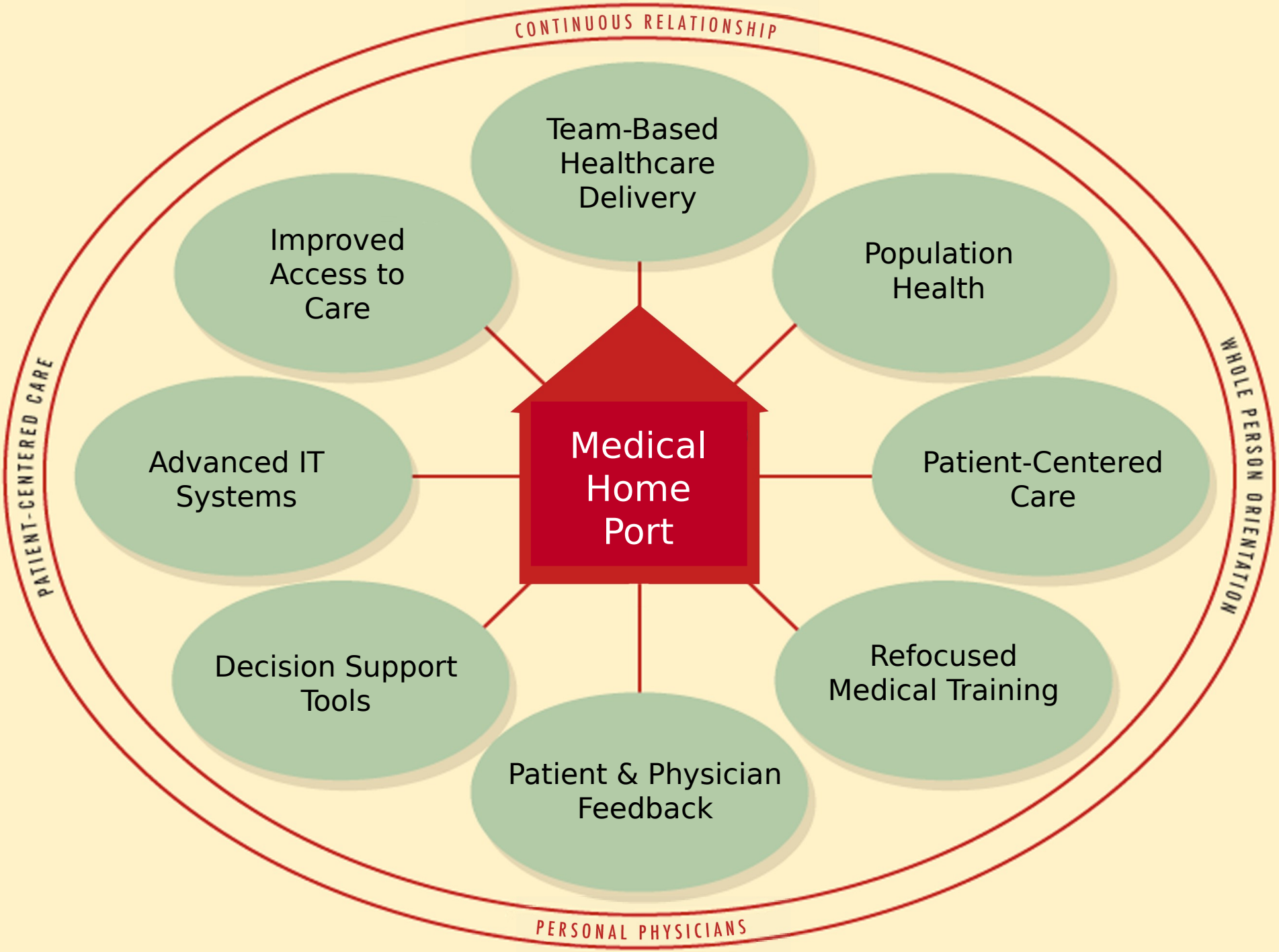
Physician directed medical practice - the personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients

Whole person orientation - the personal physician is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals

Care is coordinated and/or integrated across all elements of the complex health care system

Quality and safety are hallmarks of the PCMH

Enhanced access to care **–** *available* through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician, and practice staff


CONTINUOUS RELATIONSHIP
Team-Based Healthcare Delivery
Improved Access to Care
Population Health
Advanced IT Systems
Medical Home Port
Patient-Centered Care
Decision Support Tools
Refocused Medical Training
Patient & Physician Feedback
PATIENT-CENTERED CARE
WHOLE PERSON ORIENTATION
PERSONAL PHYSICIANS

Secure Messaging – What is it?

- SM is a method to communicate asynchronously between patients and the health care team
- It is not e-mail
- Two major providers: RelayHealth and Medfusion
- Encrypted e-mail: Kryptiq (lacks other tools)
- SaaS, Fully HIPAA-compliant, 128 bit encryption, Web-based, 2-factor authentication
- Text-based messages or structured visits
- Patient education and preventive health reminders
- Results distribution; Network provider consults

NCQA PCMH Recognition

- PPC-PCMH Recognition is based on meeting specific elements included in nine standard categories:
  - 1. **Access and Communication**
  - 2. Patient Tracking and Registry Functions
  - 3. Care Management
  - 4. **Patient Self-Management and Support**
  - 5. Electronic Prescribing
  - 6. **Test Tracking**
  - 7. Referral Tracking
  - 8. Performance Reporting and Improvement
  - 9. **Advanced Electronic Communication**

Secure Messaging and PCMH

- Asynchronous communication allows more efficient and more completely documented discussions between patients and health care team
- Minor problems can be discussed and managed via SM vice clinic or ED visit
- Results from lab and radiology tests can be communicated with patients and coordinated
- ED and consultant visits can be discussed without requiring clinic visit…or clinic visit confirmed
- Network consultants can send results via SM

Secure Messaging and Practice Improvement

- How SM helps improve overall patient care
  - Results distribution
  - Reduce unnecessary clinic visits
  - Medication reconciliation and F/U
  - Better documentation of remote interactions
  - Improved efficiency for health care team
  - Improved patient and health care team satisfaction
  - Patient engagement improved
  - Overall improved care coordination

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How Secure Messaging Supports Medical Home

Presentation Objectives

Learning Objective 1:_

Review secure messaging services and how they fit into the Navy Medical Home Port.

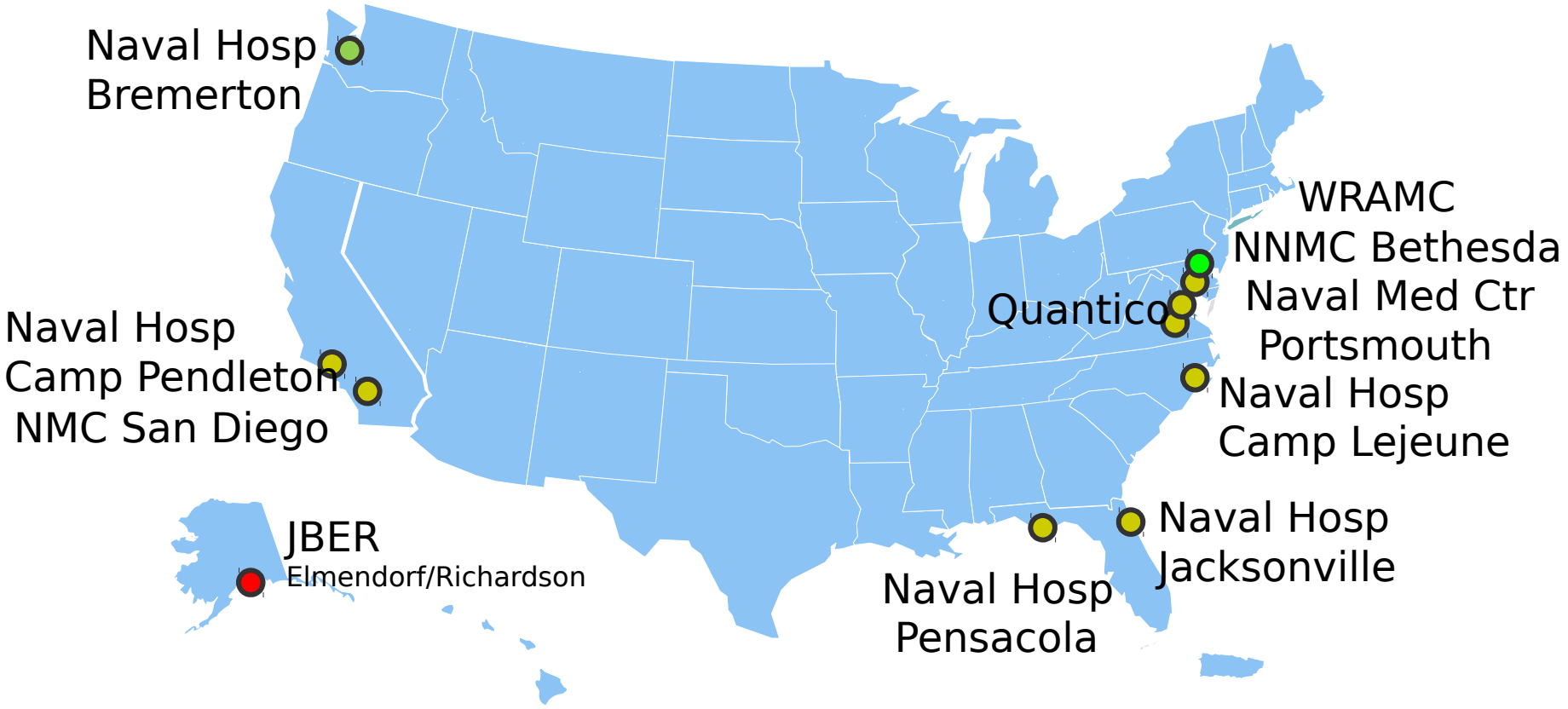
Learning Objective 2:_

Describe key lessons learned from the Navy implementations including progress metrics and user feedback.

Learning Objective 3:

Directly address several common misunderstandings about the impacts of secure messaging.

Medical Home
Secure Messaging Pilots



Implementation Timeline

A case study in rapid deployment..

- Six Navy Sites
- Kickoff to completion of initial training-30 days
- Six RelayHealth staff members oriented 30 users in one week
- Physicians and staff received 30 minute orientation to begin using the service
- With tight scheduling, 1 to 3 business days was required to complete MTF orientation (depending on size)

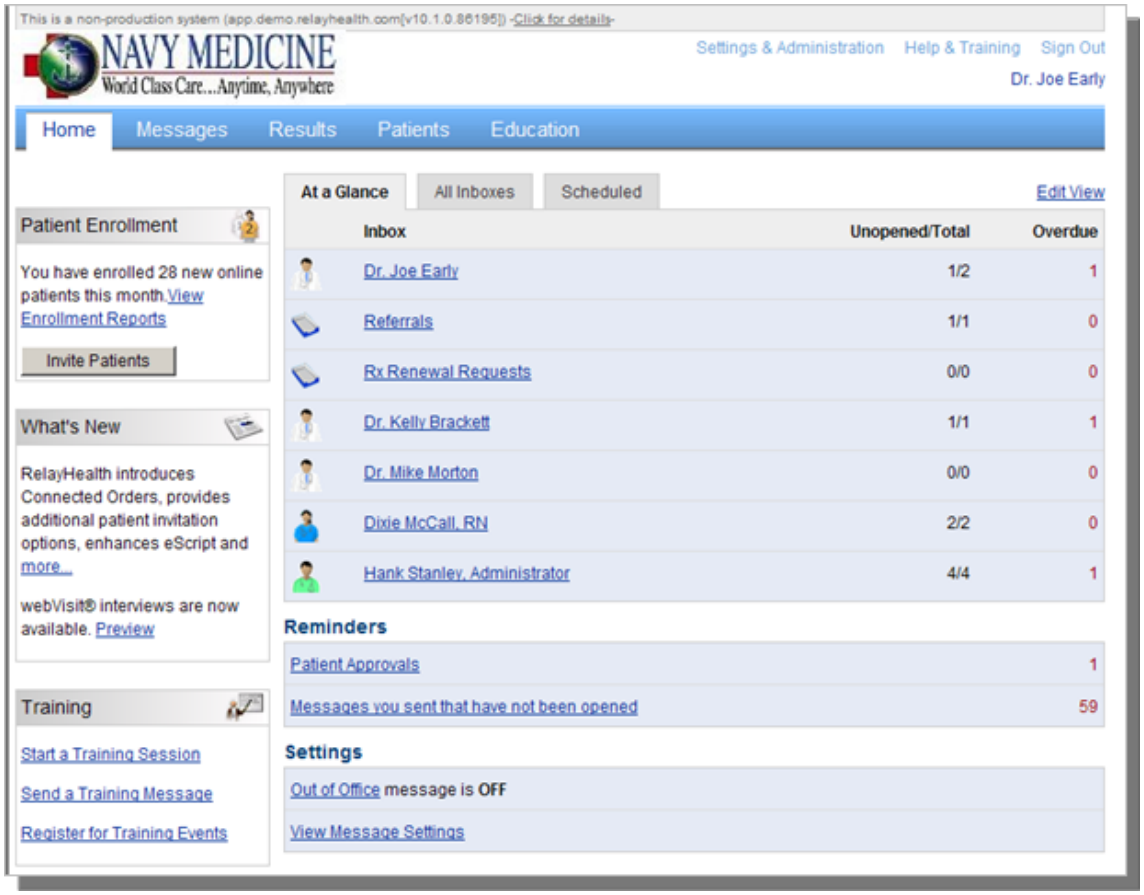
Connecting Patients with Their Care Team

Patient to Physician Secure Messaging includes:

- Administrative Messaging
  - Note to Office
  - Appointments: Request and Reminder
  - Referral Request
  - Rx Renewal Request
  - Lab Tests: Request and Result Delivery
- Clinical Messaging
  - Note to Provider
  - Structured WebVisit®
  - Template Management for Patient Messaging
- Broadcast messaging
- Reminder Messaging
- Patient Education Library
- Physician to Physician Connectivity:
  - Clinical Messaging for Referrals and Care Collaboration
  - Health Records Sharing
- Colleague to Colleague Messaging
- Integrated Personal Health Records

Medical Home Support Package

Secure Messaging Physician/Staff Home Page



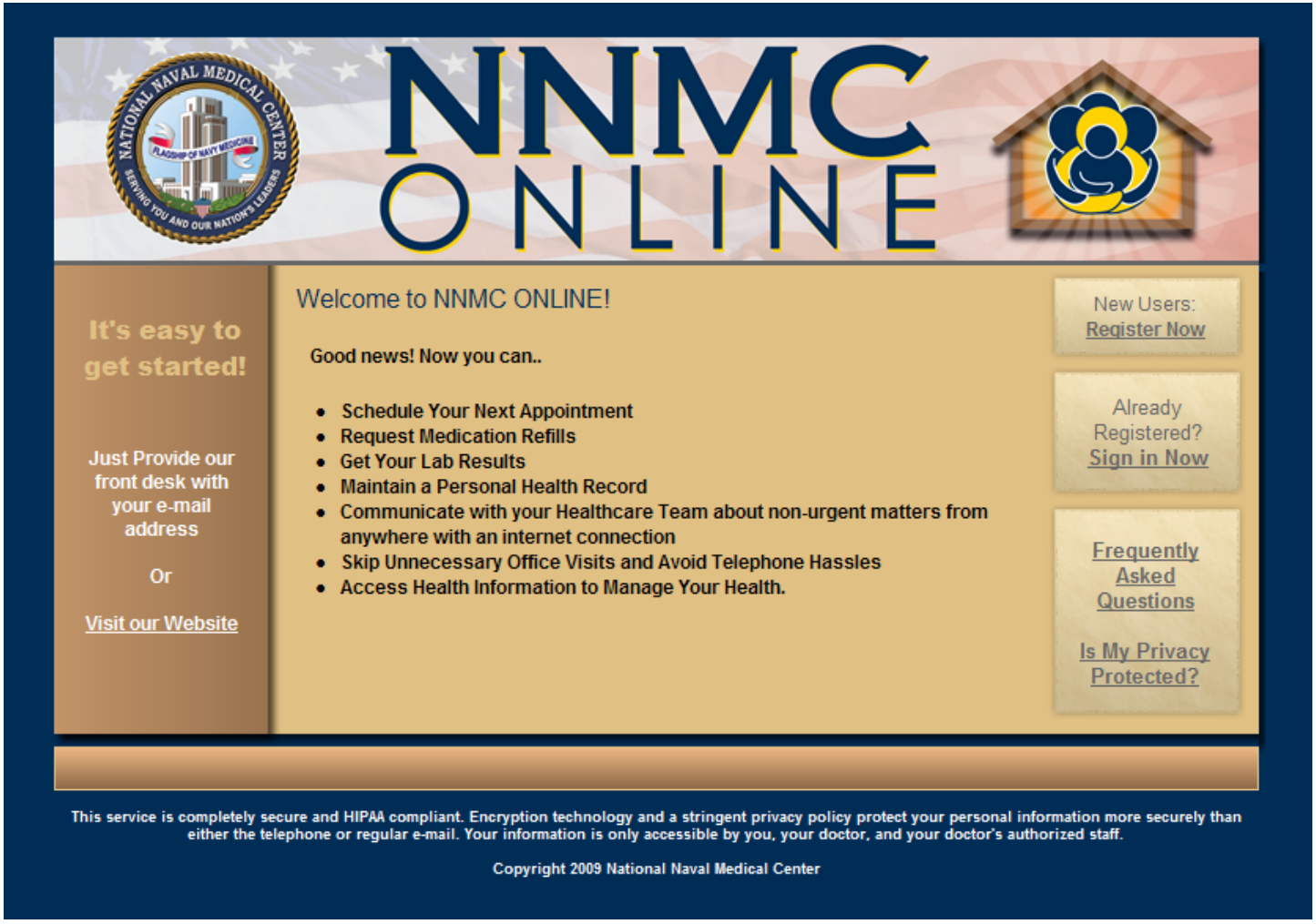
The system provides physicians & staff with a suite of secure internet based applications & services to communicate with patients, connect with colleagues, and coordinate care across the care team and community.

Providers and staff can:

- Offer patients improved access and service
- Send patient lab results electronically
- Conduct online WebVisit®
- Push reminders and alerts
- Access and share a patient's Personal Health Record
- Integrate these services with workflow and process to gain efficiency and improve productivity
- Demonstrate measurable returns

NNMC Online

https://www.bethesda.med.navy.mil/nnmconline/


NNMC ONLINE
It's easy to get started!
Just Provide our front desk with your e-mail address
Or
Visit our Website
Welcome to NNMC ONLINE!
Good news! Now you can..
Schedule Your Next Appointment
Request Medication Refills
Get Your Lab Results
Maintain a Personal Health Record
Communicate with your Healthcare Team about non-urgent matters from anywhere with an internet connection
Skip Unnecessary Office Visits and Avoid Telephone Hassles
Access Health Information to Manage Your Health.
New Users: Register Now
Already Registered? Sign in Now
Frequently Asked Questions
Is My Privacy Protected?
This service is completely secure and HIPAA compliant. Encryption technology and a stringent privacy policy protect your personal information more securely than either the telephone or regular e-mail. Your information is only accessible by you, your doctor, and your doctor's authorized staff.
Copyright 2009 National Naval Medical Center

Navy Medical Home

NHP Main Page
Sign In | FAQ | TRICARE | Customer Feedback | Contact Us |
NHP On-Line
Medical Home
This Site: Medical Home
NHP Main Page | Patient Services | Clinical Services | Navy Branch Health Clinics | Command Info | Staff Info | Patient Safety | Medical Home
View All Site Content
NHP Main Page > Medical Home
Welcome to NHP Online
Your online health connection

NAVAL MEDICAL CENTER SAN DIEGO
THE PRIDE OF NAVY MEDICINE
This Site: Patient Services
Naval Medical Center San Diego | NEPMU-5 | NEPMU-6 | Rx Refill | USNS Mercy | Welcome Aboard | Contact Us | Customer Feedback | Flu Vaccines
Command Info
Patient Services
Appointments
Care Locations
Care Topics
Health Services & Programs
Laboratory
Pharmacy
Rx Refill
Specialty Clinics
Medical Home Team
Staff Info
Visitor Information
Naval Medical Center San Diego > Patient Services > Medical Home Team
Connect With Your...
MEDICAL HOME TEAM
Staying in touch with your doctor just got easier: anytime, anywhere, from any Internet connection. It's easy and secure. For your non-urgent needs, you may even save yourself an office visit. No more waiting on-hold for appointments or medication refills. No more talking to people other than your doctor about private matters.
Want to connect online to your Medical Home Team?
It's easy to get started.
With NMCSD On-line, you can:
Email your doctor.
Schedule your next appointme
Check your lab results.
Request a medication refill.
Access health information to m
Create your own personal healt
chronic condition.

Naval Medical Center Portsmouth, VA
620 John Paul Jones Circle, Portsmouth, VA 23708-2197
Phone: (757) 953-5000 / DSN: 377-5000
This Site: Naval Medical Center
Naval Medical Center Portsmouth
Naval Medical Center Portsmouth | Command Info | Visitors | Local Area | Feedback | Directory | Links | Browse A-Z | Frequently Asked Questions
MedHome
Patient Services
Provider Info
Library Services
Ombudsman
Fisher House
Staff Info
Education and Training
Fleet Liaison
Partnerships
Offsite Clinics
Public Affairs
TRICARE
Wellness
Project C.A.R.E.
Translation
Naval Medical Center Portsmouth, VA
620 John Paul Jones Circle, Portsmouth, VA 23708-2197
Phone: (757) 953-5000 / DSN: 377-5000
Welcome to NMCP On-Line
Your online health connection
Staying in touch with your doctor just got easier: anytime, anywhere, from any Internet connection. It's easy and secure. For your non-urgent needs, you may even save yourself an office visit. No more waiting on-hold for appointments or medication refills. No more talking to people other than your doctor about private matters. With NMCP On-line, you can:
Want to connect online to your Medical Home Team? It's easy to get started.
New Users:

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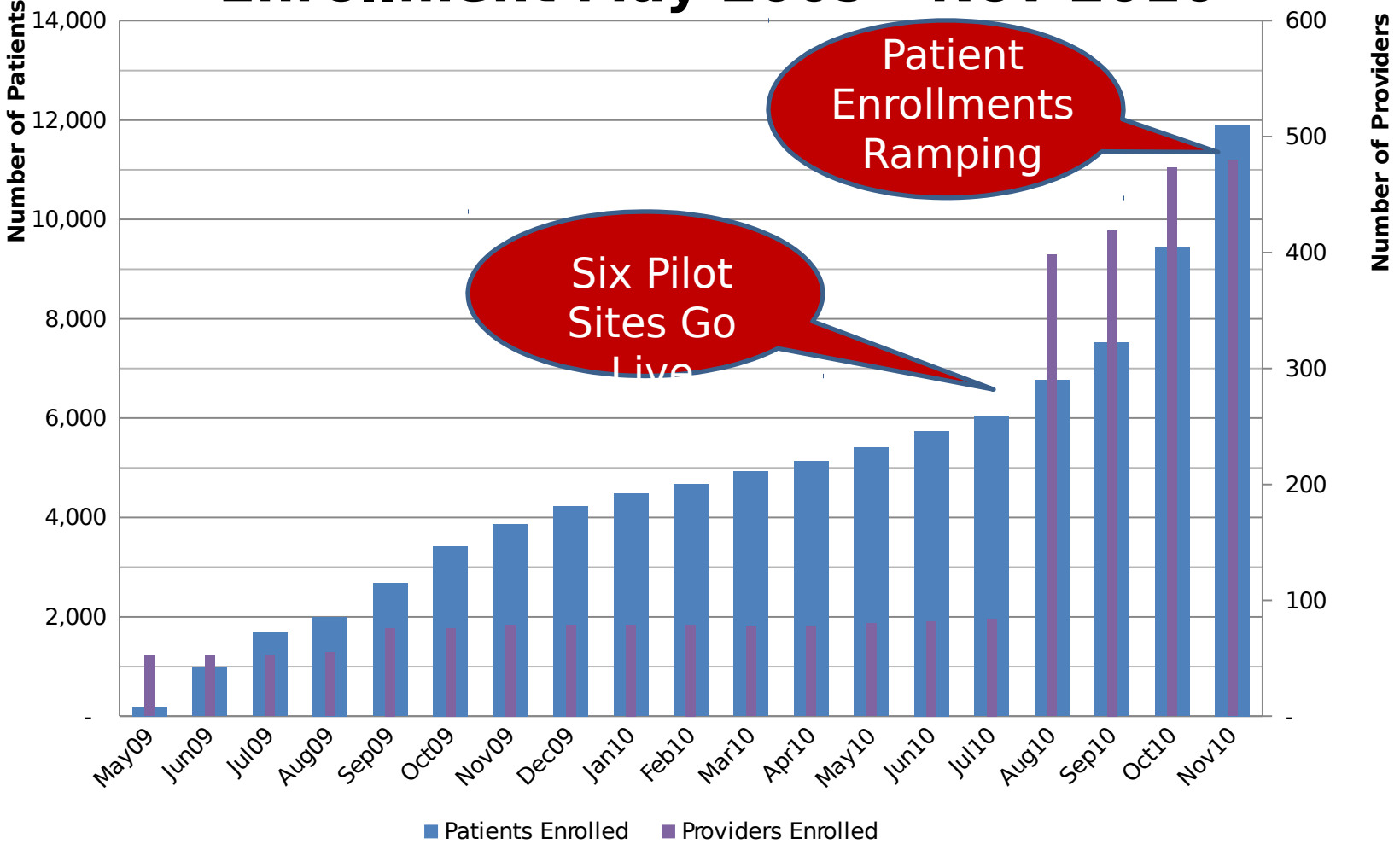
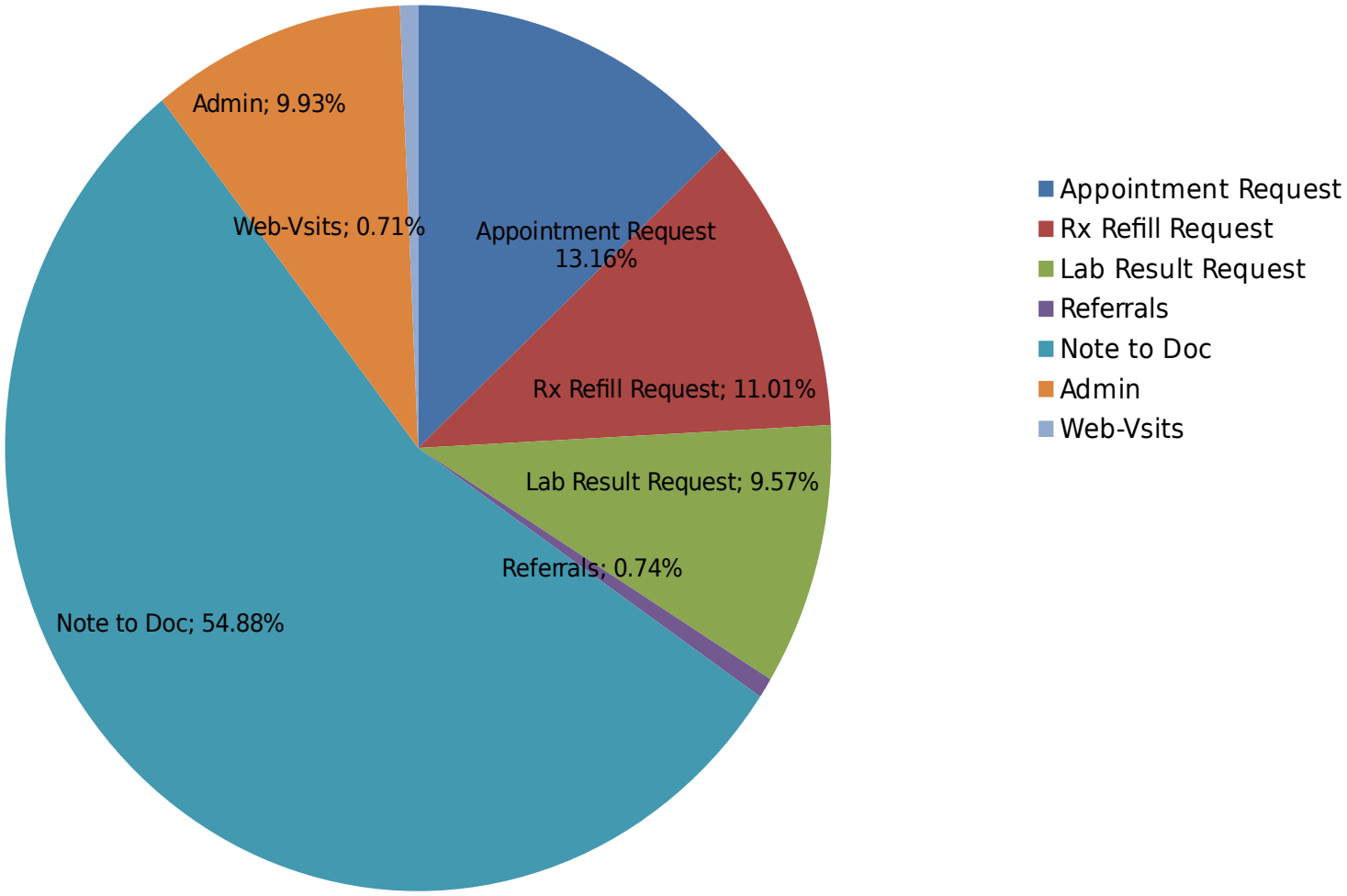
Navy Medical Home
Enrollment May 2009 - Nov 2010

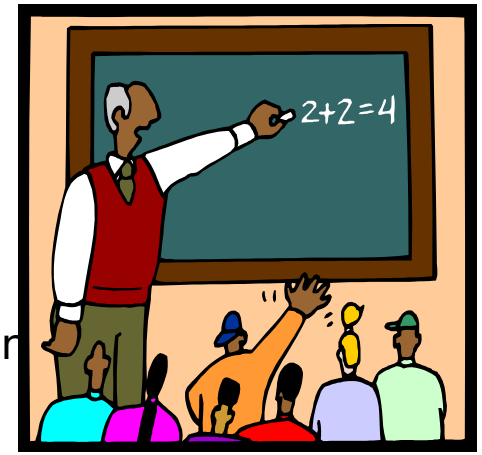


Navy Medical Home
Messaging Breakdown May 2009 - Nov 2010



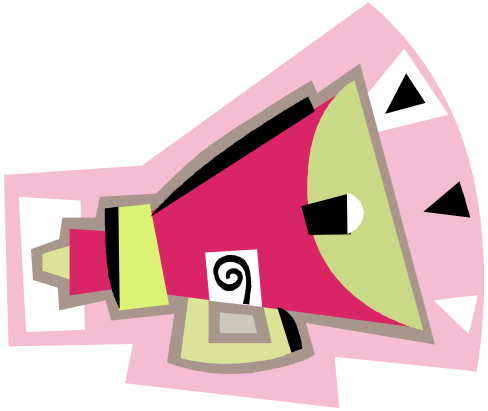
Lessons Learned

- **Create the vision**: First months of implementation are culture change
- **Build a Coalition**: Leverage early adopters/physician champions
- **Communicate the Vision**: Frequent Marketing & Communications are key to BOTH physician/ staff awaren & patient adoption
- **Early Wins**: Continuous outreach and education help providers and teams understand advantages and see results
  - Vital to ensure “credit” is recognized
- **Value Prop**: Referral management to network providers is a high value transaction; users also site greater efficiency
- **Enhancements**: Data exchange and tighter integration with the ambulatory record will simplify the process



User Feedback

Things are going very smoothly; the system is so easy – just like using email only more secure.



The time savings from alleviating telephone tag are huge.

When I train on this, I just get them to logon and in 15 minutes, they say “this is so easy”!

The documentation advantage is huge.

I really like the file attachment function, and I use it frequently to provide patients with rehab exercises or scans.

Secure Messag

Myth 1: It will cause a deluge of emails from patients and take too much time to respond

- "Not true"
- "Really not an issue here"
- "Has actually saved time overall due to less telephone tag"

Myth 2: It will take too much time to learn the system; I'll never be able to do this

- "Ease of logon, ease of navigation"
- "Test messages worked great to show how easy it is"
- "I say 'just log on and try it' and you will see how easy it is"

Myth 3: It's just the younger providers who use this

- "Most of us are already using the AHLTA, CHCS and other core systems, so we are already computer savvy. And, this is actually easier than those systems"

Myth 4: My patients are:(1) older, (2) not online (3) not tech savvy

- ePatients: 72% 18-29, 71% 30-49, 59% 50-64, 27% 65+*
- 88% of US adults with internet access research health info online*
- 61% of all Americans rely on internet for health info*

Source: Consumers and Health Information Technology: A National Survey (California Healthcare Foundation, 2010)

We Will Look Back...

"That it will ever come into general use, notwithstanding its value, is extremely doubtful because its beneficial application requires much time and gives a good bit of trouble, both to the patient and practitioner, because its hue and character are foreign and opposed to all our habits and associations."

London Times in 1834, describing the stethoscope

Contact Information

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- Robert.Marshall@med.navy.mil
- Office: 202-762-3131

- Travis Szabo
- Travis.Szabo@med.navy.mil
- Office: 210-808-0762

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Backup

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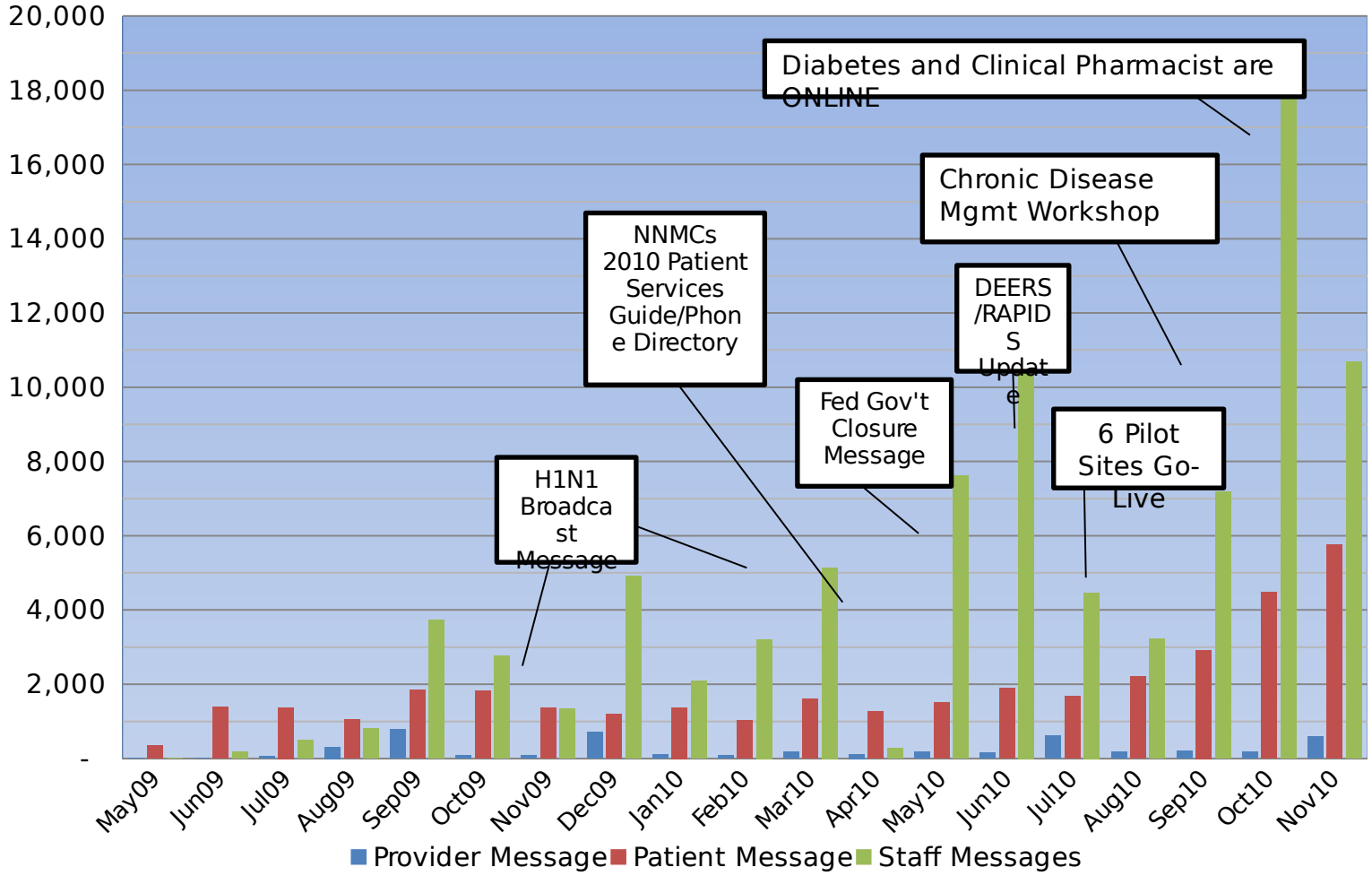
Medical Home Utilization Statistics
Messaging May 2009-July 2010



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NHP Online - Marketing

NHP is now online!
Good news, now you can...
Schedule Your Next Appointment
Refill Your Medication
Get Your Lab Results
Visit your Doctor Online
It's Easy To Get Started
Provide our front desk with your e-mail address or visit our website.
NHP Online
Your online health connection
POWERED BY RelayHealth

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NHP Online

NHP Main Page

Sign In | FAQ | TRICARE | Customer Feedback | Contact Us |

NHP Naval Hospital Pensacola, FL Medical Home

This Site: Medical Home

NHP Main Page | Patient Information | Departments | Command Leadership | Navy Branch Health Clinics | Helpful Links | Medical Home

- View All Site Content
- NHP Main Page
- Appointments
- Career Opportunities
- Events
- Health Advisories
- How We Are Doing?
- Main Phone Numbers and Directions
- NHP Facebook Page
- Public Affairs Office
  - More Stories
  - Items of Interest
- TRICARE
- Volunteerism
- Welcome Aboard

NHP Main Page > Medical Home

Welcome to NHP Online

Your online health connection

What is Medical Homeport?

Connect with your Medical Home Team!

Staying in touch with your doctor just got easier: anytime, anywhere, from any Internet connection. It's easy and secure. For your non-urgent needs, you may even save yourself an office visit. No more waiting on-hold for appointments or medication refills. No more talking to people other than your doctor about private matters. With NHP On-line, you can:

- Email your doctor.
- Schedule your next appointment.
- Check on your lab results.
- Request a medication refill.
- Access health information to manage your health.
- Create your own personal health record, especially useful for those managing a chronic condition.

Want to connect online to your Medical Home Team? It's easy to get started.

New Users:
Register Now

Already Registered?
Sign in Now!

Frequently Asked Questions

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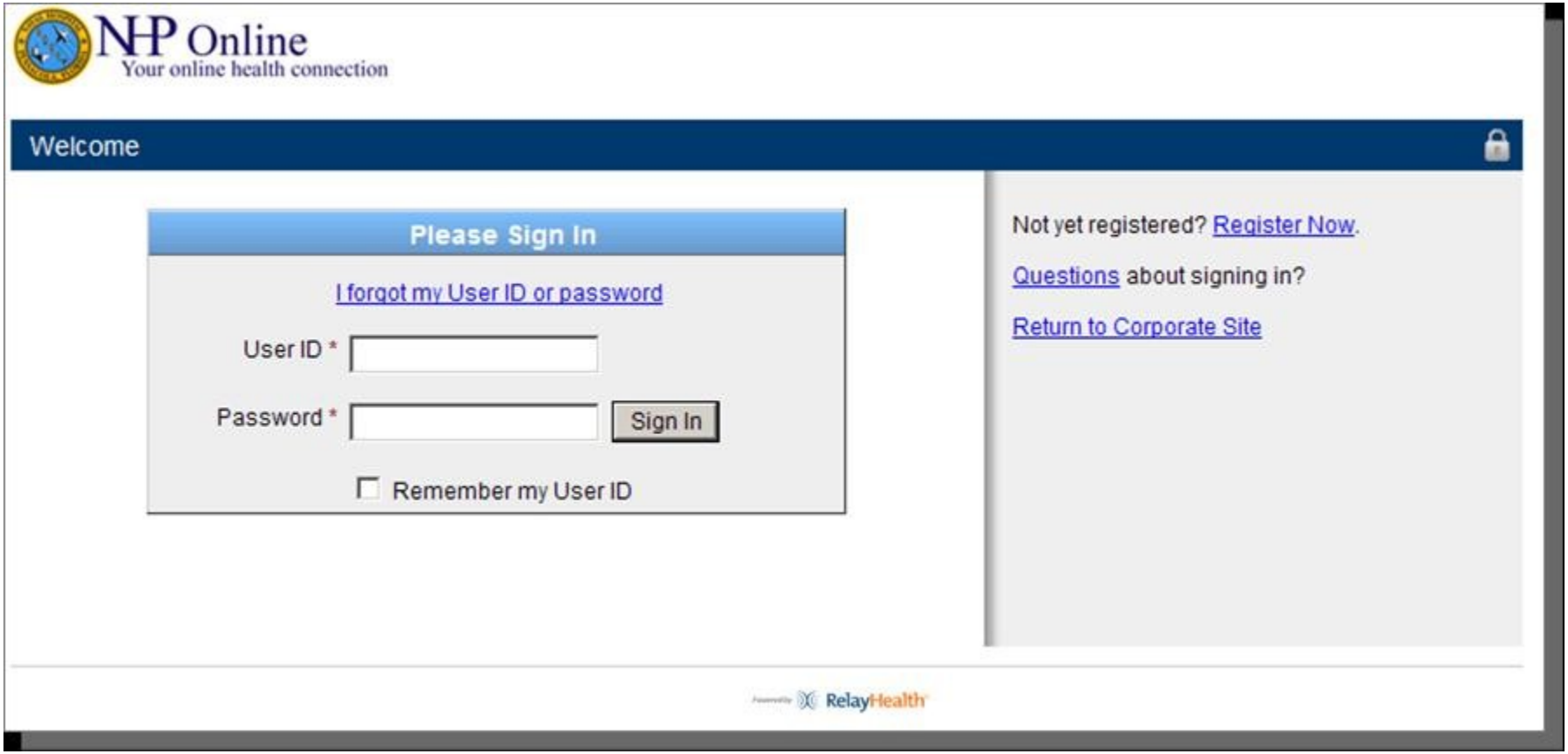
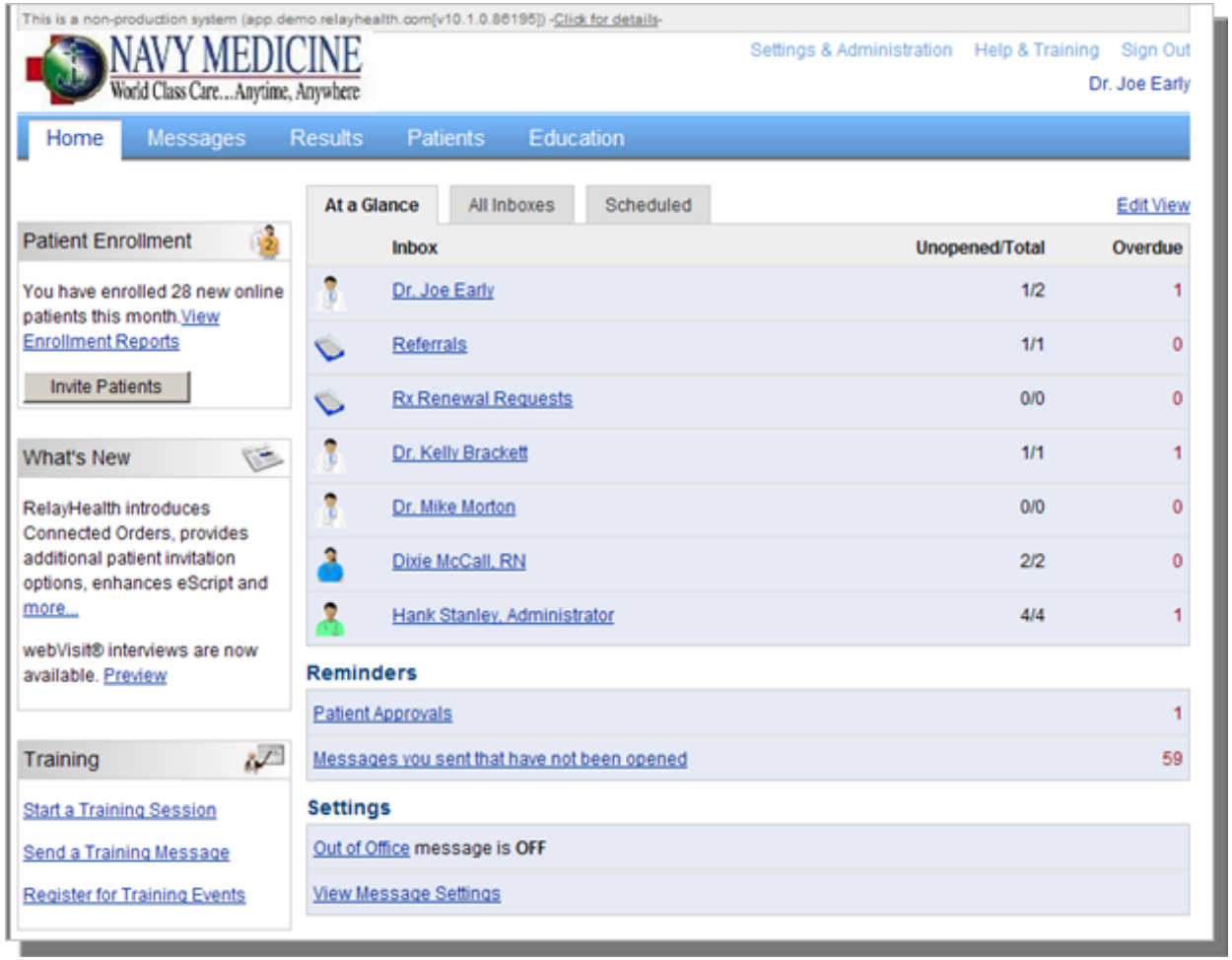
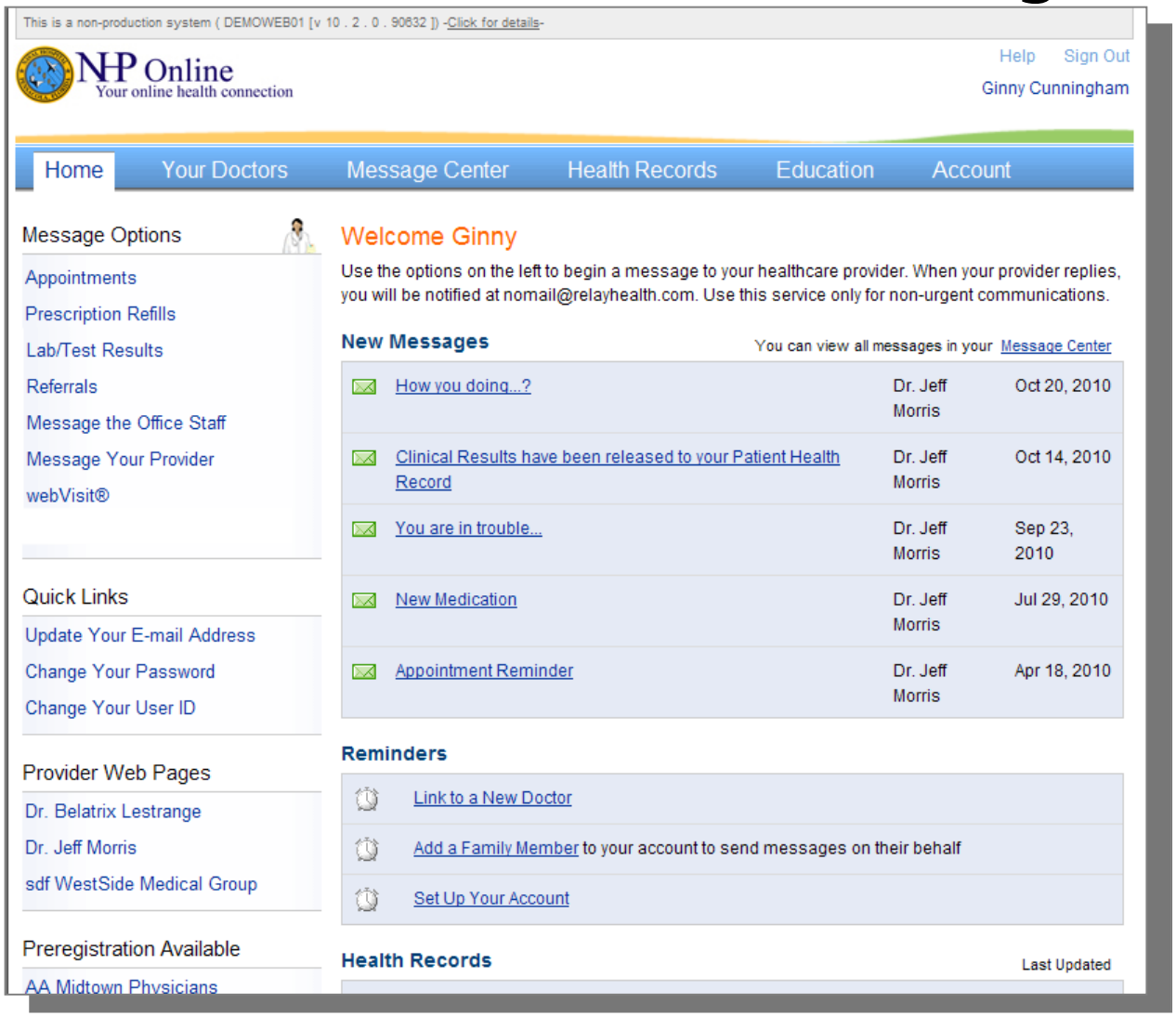
Secure Login



Provider / Staff View



NHP Online – Patient Home Page


This is a non-production system (DEMOWEB01 [v 10 . 2 . 0 . 90632]) -Click for details-
NHP Online
Your online health connection
Help
Sign Out
Ginny Cunningham
Home
Your Doctors
Message Center
Health Records
Education
Account
Message Options
Appointments
Prescription Refills
Lab/Test Results
Referrals
Message the Office Staff
Message Your Provider
webVisit®
Quick Links
Update Your E-mail Address
Change Your Password
Change Your User ID
Provider Web Pages
Dr. Belatrix Lestrange
Dr. Jeff Morris
sdf WestSide Medical Group
Preregistration Available
AA Midtown Physicians
Welcome Ginny
Use the options on the left to begin a message to your healthcare provider. When your provider replies, you will be notified at nomail@relayhealth.com. Use this service only for non-urgent communications.
New Messages
You can view all messages in your Message Center
How you doing...? Dr. Jeff Morris Oct 20, 2010
Clinical Results have been released to your Patient Health Record Dr. Jeff Morris Oct 14, 2010
You are in trouble... Dr. Jeff Morris Sep 23, 2010
New Medication Dr. Jeff Morris Jul 29, 2010
Appointment Reminder Dr. Jeff Morris Apr 18, 2010
Reminders
Link to a New Doctor
Add a Family Member to your account to send messages on their behalf
Set Up Your Account
Health Records
Last Updated

Appointment Requests

Prescription Renewals

Lab test Results

Notes to the staff

Online webVisits

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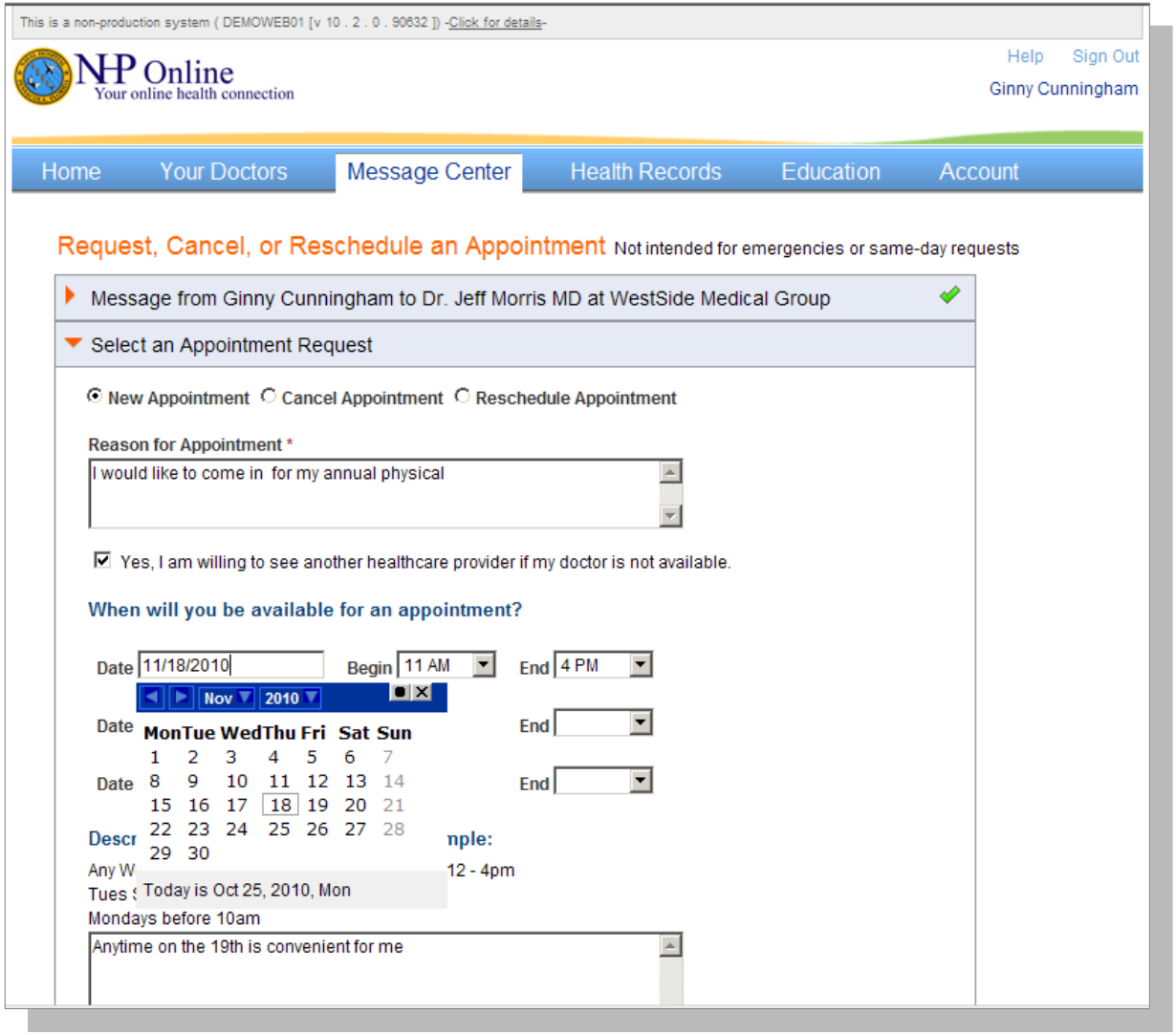
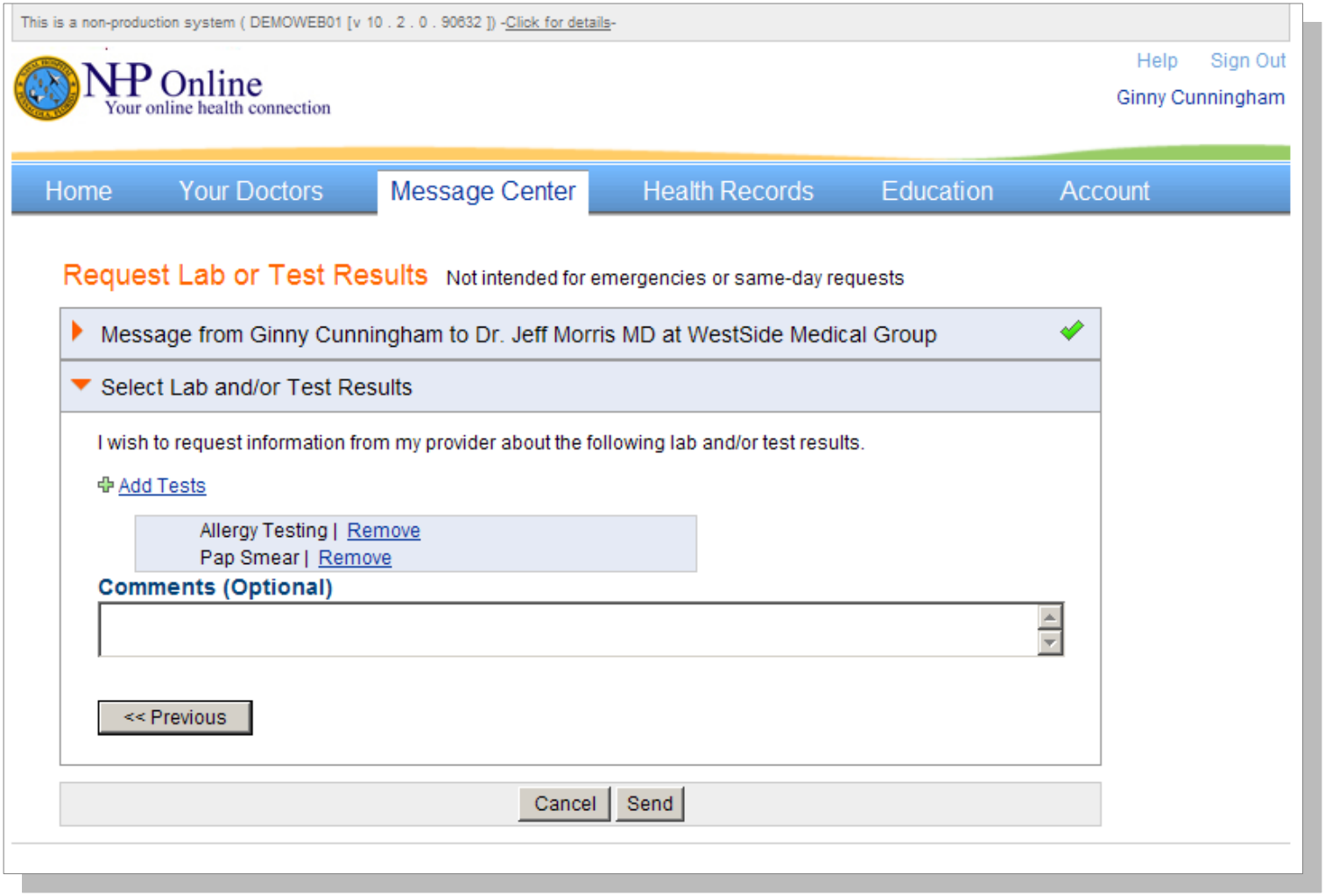
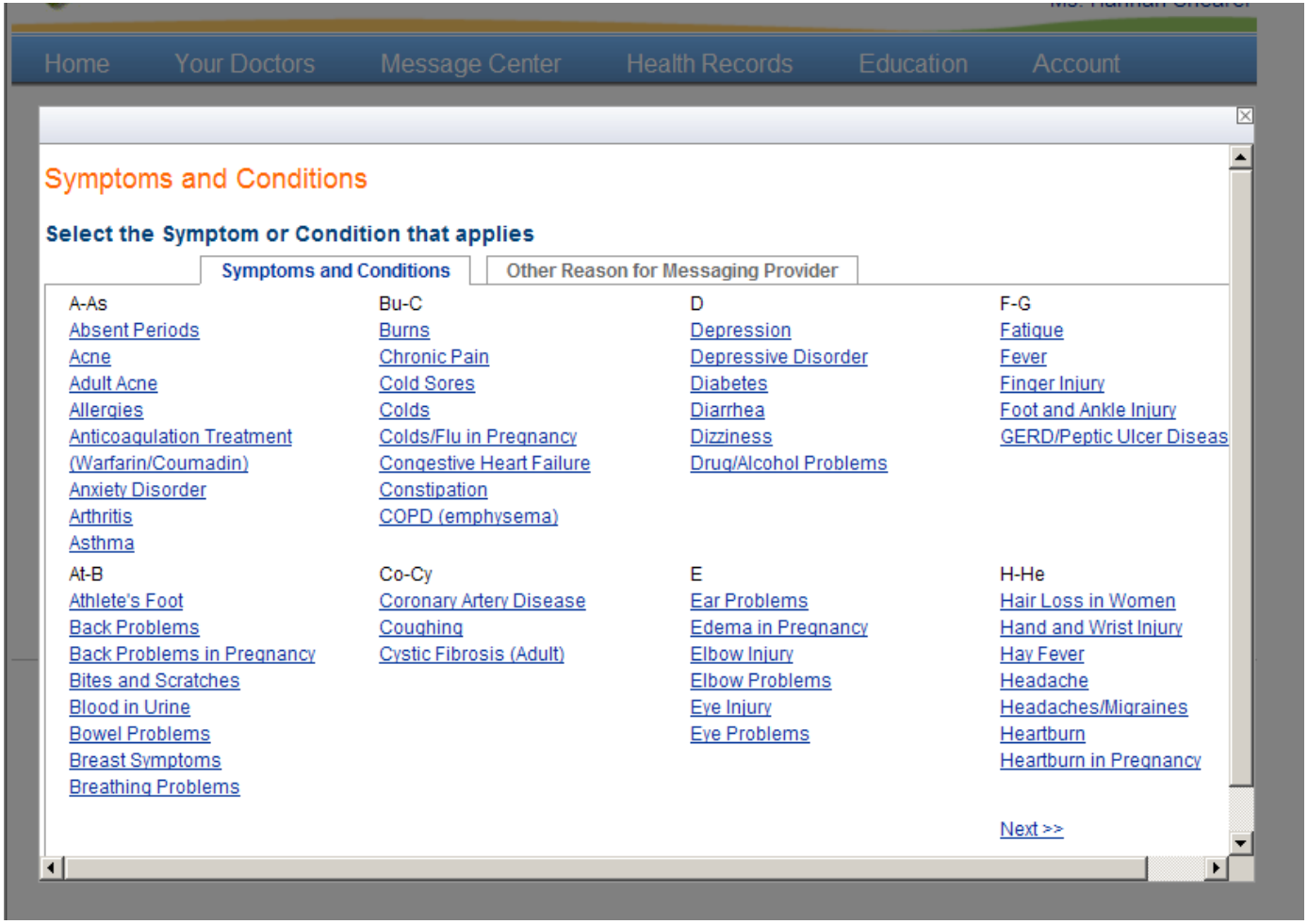
Appointments


This is a non-production system (DEMOWEB01 [v 10 . 2 . 0 . 90632]) -Click for details-
NHP Online
Your online health connection
Help
Sign Out
Ginny Cunningham
Home
Your Doctors
Message Center
Health Records
Education
Account
Request, Cancel, or Reschedule an Appointment
Not intended for emergencies or same-day requests
Message from Ginny Cunningham to Dr. Jeff Morris MD at WestSide Medical Group
Select an Appointment Request
New Appointment
Cancel Appointment
Reschedule Appointment
Reason for Appointment *
I would like to come in for my annual physical
Yes, I am willing to see another healthcare provider if my doctor is not available.
When will you be available for an appointment?
Date 11/18/2010
Begin 11 AM
End 4 PM
Nov
2010
Mon Tue Wed Thu Fri Sat Sun
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30
Today is Oct 25, 2010, Mon
12 - 4pm
Mondays before 10am
Anytime on the 19th is convenient for me

Request/Receive Lab Results


This is a non-production system (DEMOWEB01 [v 10 . 2 . 0 . 90632]) -Click for details-
NHP Online
Your online health connection
Help
Sign Out
Ginny Cunningham
Home
Your Doctors
Message Center
Health Records
Education
Account
Request Lab or Test Results
Not intended for emergencies or same-day requests
Message from Ginny Cunningham to Dr. Jeff Morris MD at WestSide Medical Group
Select Lab and/or Test Results
I wish to request information from my provider about the following lab and/or test results.
Add Tests
Allergy Testing | Remove
Pap Smear | Remove
Comments (Optional)
<< Previous
Cancel
Send

webVisit Message Templates



Structured templates that guide you through a series of questions to convey your concerns to your provider in a meaningful and thoughtful manner

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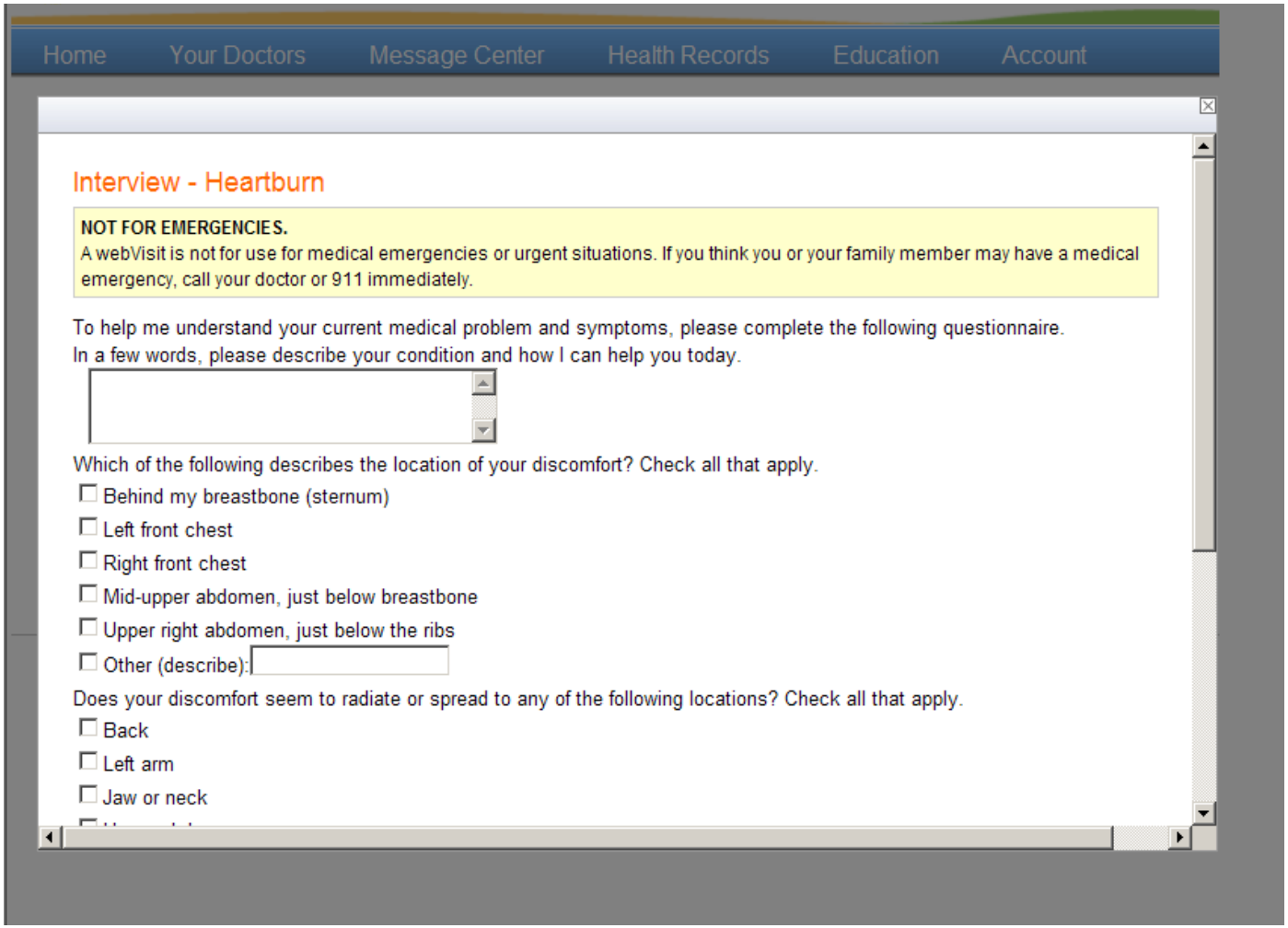
WebVisit Heartburn


Home
Your Doctors
Message Center
Health Records
Education
Account
Interview - Heartburn
NOT FOR EMERGENCIES.
A webVisit is not for use for medical emergencies or urgent situations. If you think you or your family member may have a medical emergency, call your doctor or 911 immediately.
To help me understand your current medical problem and symptoms, please complete the following questionnaire.
In a few words, please describe your condition and how I can help you today.
Which of the following describes the location of your discomfort? Check all that apply.
Behind my breastbone (sternum)
Left front chest
Right front chest
Mid-upper abdomen, just below breastbone
Upper right abdomen, just below the ribs
Other (describe):
Does your discomfort seem to radiate or spread to any of the following locations? Check all that apply.
Back
Left arm
Jaw or neck

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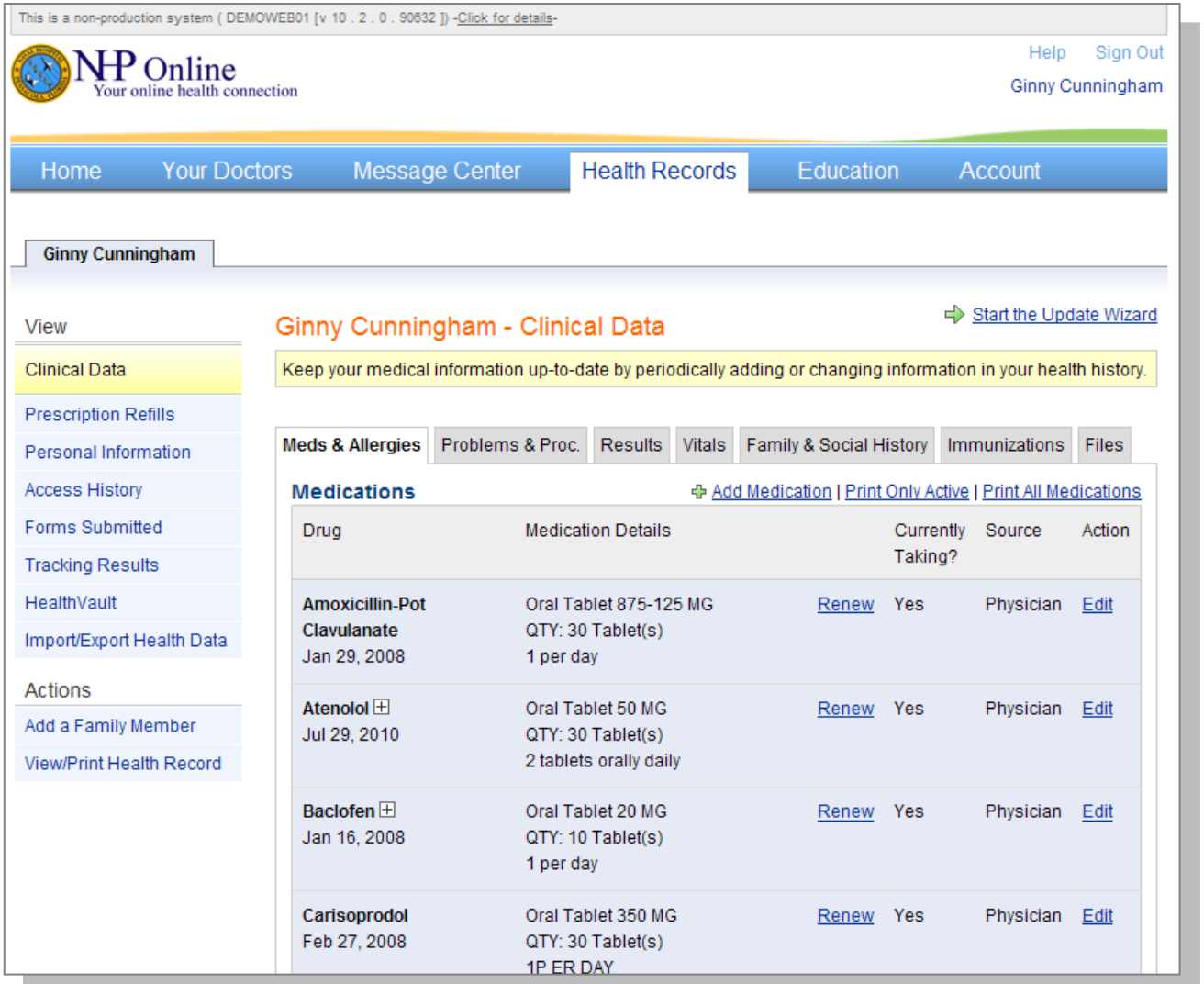
Integrated PHR



Convenient secure repository for your health information

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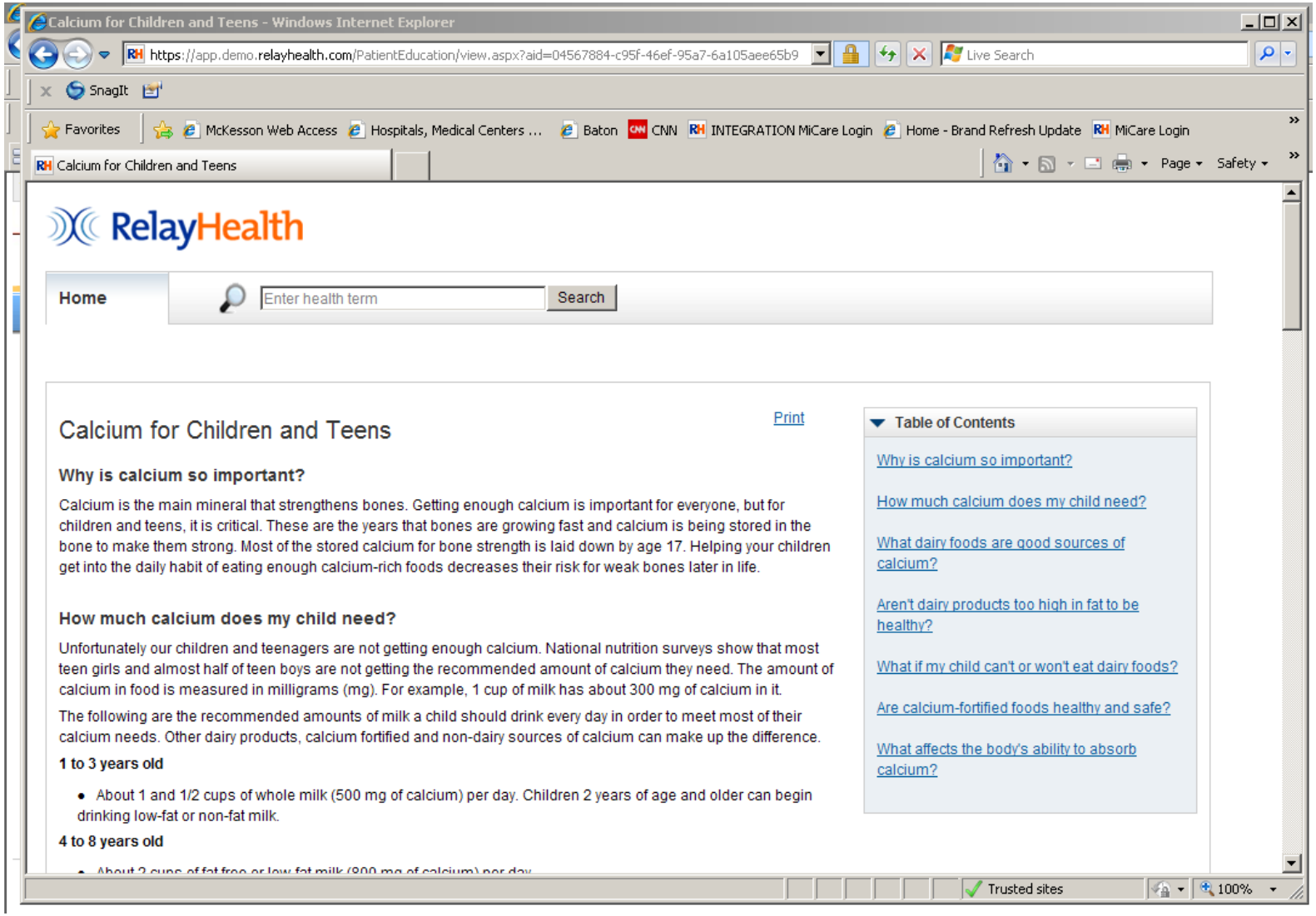
Educational Resources


Calcium for Children and Teens - Windows Internet Explorer
https://app.demo.relayhealth.com/PatientEducation/view.aspx?aid=04567884-c95f-46ef-95a7-6a105aee65b9
Live Search
SnagIt
Favorites
McKesson Web Access
Hospitals, Medical Centers ...
Baton
CNN
INTEGRATION MiCare Login
Home - Brand Refresh Update
MiCare Login
Calcium for Children and Teens
Page
Safety
RelayHealth
Home
Enter health term
Search
Calcium for Children and Teens
Print
Table of Contents
Why is calcium so important?
How much calcium does my child need?
What dairy foods are good sources of calcium?
Aren't dairy products too high in fat to be healthy?
What if my child can't or won't eat dairy foods?
Are calcium-fortified foods healthy and safe?
What affects the body's ability to absorb calcium?
Why is calcium so important?
Calcium is the main mineral that strengthens bones. Getting enough calcium is important for everyone, but for children and teens, it is critical. These are the years that bones are growing fast and calcium is being stored in the bone to make them strong. Most of the stored calcium for bone strength is laid down by age 17. Helping your children get into the daily habit of eating enough calcium-rich foods decreases their risk for weak bones later in life.
How much calcium does my child need?
Unfortunately our children and teenagers are not getting enough calcium. National nutrition surveys show that most teen girls and almost half of teen boys are not getting the recommended amount of calcium they need. The amount of calcium in food is measured in milligrams (mg). For example, 1 cup of milk has about 300 mg of calcium in it.
The following are the recommended amounts of milk a child should drink every day in order to meet most of their calcium needs. Other dairy products, calcium fortified and non-dairy sources of calcium can make up the difference.
1 to 3 years old
About 1 and 1/2 cups of whole milk (500 mg of calcium) per day. Children 2 years of age and older can begin drinking low-fat or non-fat milk.
4 to 8 years old
Trusted sites
100%

Lessons Learned

- Importance of Navy provider endorsements to drive credibility and adoption at the MTF
- Patients will be most responsive to a direct physician invitation
- Engage and include your office staff for maximum benefit
- One of the key value propositions is the facilitation of referrals
- Medical Home needs to be a part of the workflow and accepted before staff will engage in process
- Collecting emails for patient invitations can be challenging, but you have to start somewhere

Questions